



Washington State Department of Early Learning

“Kids’ Potential, Our Purpose.”

10.3.1 Complaint Inspection Tip Sheet

When is it effective? January 1, 2009

What does it mean to me?

As the assigned Licensors, you must:

- Initiate a complaint inspections within one working day of referral receipt
- Conduct the following pre-inspections activities:
 - Review CAMIS/FamLink information
 - Contact referrer and/or appropriate collateral contacts
 - Identify areas to be observed and/or list of people to interview
- Conduct an unannounced visit to begin on-site inspection of a complaint
- Document WAC violations related to a complaint on a compliance agreement, all violations not related to the complaint must be documented on a separate compliance agreement
- Document all actions clearly in CAMIS/FamLink within five working days
- Close inspection within 45 days

What is important to remember?

- Respectfully communicate with the child care facility and parents or legal guardians
- Contact CA intake to report all complaints regarding child care providers
- Notify a child’s parents or guardians, within 48 hours, whenever you receive a report that a child is a victim of alleged sexual misconduct or abuse
- Insert and remove “do not refer” flag in CAMIS/FamLink within 24 hours
- Coordinate with DLR/CPS to inspect licensing violations related to CPS complaints
- Summarily suspend a license (with supervisory approval) when an allegation represents imminent risk of harm to children
- Contact R & R, CSO and OSPI within three working day if “do not refer” flag is used, or summary suspension or revocation is initiated
- A licensing complaint must be inspected and closed within forty-five (45) calendar days

Resources associated with the policy:

- 10.3.1 Complaint Inspection Policy and Procedure
- 10.3.3 Complaint Determination Policy and Procedure
- 10.10.6 Complaint Closed Letter Template
- Service Level Agreement Attachment O 0661-00228

Training expectation:

- Supervisors are responsible for ensuring that all licensing staff have read and understand and follow all new policies as they are distributed
- Once the full spectrum of licensing action policies are developed and approved, on-site training will occur

**“Together, with
parents and
partners, we offer
children world-
class learning
opportunities so
they reach their
full potential.”**

**If you have
questions, please
contact:**

[draftpolicy.feedback
@del.wa.gov](mailto:draftpolicy.feedback@del.wa.gov)

Remember to include
the name of the policy
in the subject line!